

Emails to Go Public from Peter Fitzpatrick, Corporate Communications, Air Canada

First, some important context for your viewers, Air Canada handles approximately **43 million bags annually** for an average of about **115,000 bags per day** and our goal is always to have bags arrive with the customer, which is what happens the vast majority of the time. Sometimes, often due to circumstances beyond our control, such as weather, airport baggage system issues, or unforeseen aircraft switches for safety reasons, bags can be delayed and in such cases most are delivered within 24 hours. Occasionally, due to various factors, such as delivery logistics, baggage can take longer to reach the customer. Overall, even with the size of our network and our customers' often complex itineraries, we are highly efficient at handling bags so that they arrive with their owners.

Still, no airline is immune to situations where bags are delayed. We fully appreciate that delayed baggage is an inconvenience, which is why in the rare cases of delay we work very hard to reunite customers with their bags as quickly as possible. Recognizing this inconvenience, we allow for interim expenses for reasonable costs (not automatically the maximum liability specified in international treaties) and receipts are required when claiming these. Customer information about delayed and lost baggage, including dollar amounts for liability limits, are clearly spelled out in the itinerary receipt given to each customer at time of booking. Moreover, our website has a very user-friendly form for customers to fill in claims, where there are handy links that take customers to explanations of international treaty obligations and entitlements.

We deal directly with our customers so we have no information to offer on specific cases. With respect to Go Public's experience contacting us, each situation is different and, as your reporters were told, we ask customers to file the correct form so we can expedite their claim.

The Montreal convention (which covers most international travel) sets an upper limit of liability or maximum liability for airlines with respect to baggage. It is not a prescribed level of compensation everyone is automatically entitled to. This is why my answer says:

"Recognizing this inconvenience, we allow for interim expenses for reasonable costs (not automatically the maximum liability specified in international treaties) and receipts are required when claiming these."

As well, as I noted, information about the liability limits is on the itinerary receipt issued with every ticket and it is conveniently available on our website. So customers are provided with this information.

Hello, we approve reasonable interim expenses. The limits of liability are clearly set out in the itinerary receipt each customer receives and the information is on our website.